Forgot Your Password?

You can use this quick reference as reminder of the basic steps for resetting your password if you forget your password when you try to log in to Access® Online.

Welcome to Access Online!

Please enter the information below and login to

Organization Short Name:

acme

1

User ID:

cpsmith25

Password:

Login

2

Forgot your password?

Register Online

1. If you forget your password, type your organization short name and user ID.

2. Click the **Forgot your password?** link.

Login
Forgot Password

Enter the response to your authentication question contact your program administrator.

User ID: bllmpa3
Organization Short Name: BLLM

Authentication Question: Who was your first en

3

Enter the response to your Authentication Qu

MrDonut

4

Continue

<<Back to Login

3. Type your authentication question answer.

4. Click **Continue**.

Tip! Access Online randomly selects and presents one of your three authentication questions.

Login
Authentication Code

Request and then enter your authentication code contact your program administrator.

User ID: bllmpa3
Organization Short Name: BLLM

Request an Authentication Code:

5

Send a Code

<<Back to Login

5. Click **Send a Code**.

Login
Authentication Code

ⓘ **We sent the code to your email address on file**

Request and then enter your authentication code. If y
contact your program administrator.

User ID: bllmpa3
Organization Short Name: BLLM

(7) **Enter your Authentication Code:**

Send me another code

(8) Continue

<<Back to Login

6. Wait for an email with your authentication code (good for only 20 minutes).

Access Online Authentication Code
donotreply   to   chris smith   · 0

There was a request for an Authentication Code to regain access to Acces
following code to reset your password on the Forgot Password page.

Authentication Code:
1ABCDE23

The code is active for 20 minutes. If you incorrectly enter the Authentication
the code will be deactivated.

Contact your Program Administrator for assistance if you didn't request a co

***This is a system generated message. For assistance, do not reply to this
contact your Program Administrator. Thank you ***

7. Go back to Access Online and enter the authentication code.

8. Click **Continue**.

Login
New Password

User ID: bllmpa3
Organization Short Name: BLLM

New Password:

ⓘ

Confirm New Passw **(9)**

(10)

Continue

<<Back to Login

9. Type a new password two times.

10. Click **Save**.

Tip! Your password must be 12 – 99 alphanumeric characters. Your password must contain *at least* one uppercase letter, one lowercase letter, one number, and one special character. You cannot use any part of your user ID, your first name, or your last name. You cannot reuse a password for 12 months. Passwords are case-sensitive.